

Program Management	
Task	
Program Management	
1	Setup the Project
2	Project Kick-Off
3	Develop Workplan
4	Obtain and Deploy Resources
5	Define Statement of Objectives
6	Define Task Order
7	Establish Orientation and Training
8	Establish and Operate Team Work Environment
9	Organize Project Resources
10	Program Management (concurrent with CMM practices)
11	Install Program Navigator
12	QPI Kick-Off
13	Update Workplan with QPI Requirements/Complete Metrics Workbook
14	Establish SQA Review Process
15	Distribute AP 1162 to project team & include in Project Orientation Materials
16	Complete Program Navigator Installation Questionnaire
17	Sign Program Navigator Non-disclosure form
18	Review and sign QPI Service Level Agreement
19	Team Attend CMM/QPI Training
20	Train Project Team
21	Review Current Documentation
22	Vendor Training
23	Develop Sponsorship Plan
24	Develop sponsorship strategy
25	Obtain buy-in
26	Define and agree on role of sponsor(s) and champion(s)
27	Identify SFA Champions
28	Build Champion Program
29	Manage change network
30	Identify organized network of individuals involved in the planning and implementation of the Program initiatives
31	Create a distribution network for communication messages
32	Establish sponsorship network
33	Define communication network roles
34	Organize and conduct sponsor meetings
35	Disseminate meeting notes to sponsors
36	Review and approve plan
37	Communication Plan Development
38	Develop communication Strategy
39	Set objectives
40	Identify target audience groups
41	Assess current communications
42	Assess communication needs
43	Review and approve approach
44	Develop communication plan
45	Create communication plan and calendar
46	Define communications events
47	Identify messages and channels
48	Design communications message / media
49	Develop communications materials
50	Deploy communications to users
51	Create infrastructure for on-going communication
52	Establish mechanism for obtaining feedback
53	Review and approve plan
54	Execute communications plan
55	Develop preliminary email communication to stakeholders
56	Identify user groups affected by consolidation of call centers
57	Determine appropriate vehicles/forums for user groups
58	Determine lead times necessary & cost for each vehicle/forum
59	Schedule communication messages
60	Deliver messages to stakeholders
61	Assess and evaluate communications
62	Manage ongoing communication
63	Measure effectiveness

Contract Improvement - Stage 3	
Task	
Project Management	
1	Stage 3 - Contract Improvement
2	Develop Enterprise Metrics and Transition Strategy
3	Review existing metrics
4	Define CIC metrics for enterprise
5	Present proposed CIC metrics to steering committee
6	Document transition strategy
7	Refine and obtain sign off on CIC metrics
8	Review Contracts
9	Identify and request current contracts
10	Document contract requirements and dependencies
11	Define Contract Target State
12	Create Enterprise Master Contract Template
13	Define rules for contract metric administration
14	Define reporting requirements
15	Conduct Contract Review Sessions with COTRS
16	Review NCS Contracts
17	Review EDS Contract
18	Review AFSA Contracts
19	Develop Recommended Contract Modifications
20	Identify modifications required to align with enterprise vision
21	Document required changes for NCS contracts
22	Document required changes for EDS contract
23	Document required changes for AFSA contracts
24	Participate in Contract Realignment Sessions
25	NCS Contract Realignment
26	EDS Contract Realignment
27	AFSA Contract Realignment
28	Finalize Contract Realignment Modifications
29	Schedule Review Session with Steering Committee
30	Obtain sign off on Realignment Modifications
31	CIM Organizational Design and Development
32	Identify organizational impacts of CSDM
33	Identify core business processes and functions to determine roles
34	Design new organizational structure and staffing requirements
35	Review/Obtain on new organizational structure and functions
36	Identify training needs and knowledge transfer
37	Deploy organization

**Enterprise Communication Management - Stage 4****Task****Project Management****1 Setup the Project**

2	Project Kick-Off
3	Develop Workplan
4	Obtain and Deploy Resources
5	Define Statement of Objectives
6	Define Task Order
7	Establish Orientation and Training
8	Establish and Operate Team Work Environment
9	Organize Project Resources
10	Program Management (concurrent with CMM practices)
11	Install Program Navigator
12	QPI Kick-Off
13	Update Workplan with QPI Requirements/Complete Metrics Workbook
14	Establish SQA Review Process
15	Distribute AP 1162 to project team & include in Project Orientation Materials
16	Complete Program Navigator Installation Questionnaire
17	Sign Program Navigator Non-disclosure form
18	Review and sign QPI Service Level Agreement
19	Team Attend CMM/QPI Training
20	Train Project Team
21	Gather And Review Current Documentation
22	Define Application Standards
23	Vendor Training

**24 Control Project Work**

25	Project Management
26	Project Issue Management
27	Project Risk Management
28	Project Quality Management
29	Vendor Management
30	Control Project Work
31	Program Management (concurrent with CMM practices)
32	Update documentation with QPI formats
33	Manage SQA Review Process
34	Conduct SQA Reviews
35	Participate in Best Practice Reviews
36	Conduct Peer Review of development products
37	Perform Configuration Management
38	Manage processes for project management and engineering
39	Review QPI Status Reports
40	Complete QPI monthly reports and submit to QPI team
41	Notify QPI team of process improvements, tool support, and client opportunities

**42 Complete the Project**

43	Project Wrap Up (concurrent with CMM practices)
44	Complete Project Debrief

**46 Stage 4 - Enterprise Communication Management - Design**

47	
48	Negotiate Vendor Contracts
49	Finalize Terms and Conditions for Purchase
50	Finalize Terms and Conditions for Maintenance

## Enterprise Communication Management - Stage 4

## Task

51	Finalize Terms and Conditions for Professional Services
52	Finalize any GSA addendums necessary for MCI
53	Finalize <b>Functional</b> Req and High Level Design from Stage 2
54	Interview client groups for input
55	Review High Level IVR Functional Design
56	Review and Finalize Call Routing Business Rules for CTI
57	Review and Finalize Legacy System interfaces
58	Define additional system capabilities
59	Define reporting requirements
60	Identify <b>IVR Technical</b> Requirements for procurement
61	Finalize Traffic Volumes
62	Finalize Hardware Requirements for IVR Farm
63	Finalize telecom provider requirements
64	Define voice and data networking requirements with MCI
65	Identify <b>CTI Technical</b> Requirements for procurement
66	Determine CTI approach
67	Define call / data synchronization & routing requirements
68	Finalize Hardware Requirements for CTI servers
69	Finalize telecom provider requirements
70	Define data networking requirements with MCI
71	Develop CTI design
72	Document Requirements
73	Finalize all requirements documentation
74	Obtain signoff from management and client
75	
76	Design IVR Scripts
77	Review existing scripts
78	Prioritize IVR business functions
79	Flowchart detailed IVR functions
80	Develop detailed menu structure
81	Define inputs and outputs
82	Identify standard greetings and announcements
83	Identify error conditions
84	Prepare preliminary scripts
85	Develop customer identification requirements
86	Design common functions and routines
87	Identify existing functionality to leverage and migrate
88	Design new automated functionality
89	Review script with SFA
90	Review script with student focus group
91	Review script with management and legal
92	Prototype IVR script design
93	Develop functional prototype
94	Conduct review with key client group
95	Obtain signoff from management and client
96	Determine Voice Recording Requirements
97	Select Voice Talent
98	<b>CTI Call Routing Design (Functional)</b>
99	Define inputs and outputs
100	Identify error conditions
101	Design simple route paths
102	Design average route paths
103	Design complex route paths

**Enterprise Communication Management - Stage 4****Task**

104		Review routing with key client group
105		Review with security team
106		Define interfaces from CTI to PBX / ACD
107		Define interfaces in LAN environment
108		Develop preliminary flows
109		Design Reports
110		Design integrated CTI / IVR reports
111		Obtain signoff from management and client
112		Backend integration design ( <b>Functional</b> )
113		Determine security implications
112		Design Interface from IVR Farm (non-Bus)
113		Design Interface from CTI server (non-Bus)
114		Design Interface to COD
115		Design Interface to CPS
116		Design Interface to DLCS (non-Bus)
117		Design Interface to DLSS
118		Design Interface to DMCS (non-Bus)
119		Design Interface to NSLDS
120		Design Interface to PIN Management System (non-Bus)
121		Document Design
122		Finalize all design documentation
123		Finalize access methods (speech recognition v touch tone)
124		Obtain signoff from management and client
125		
126		<b>Stage 4 - Enterprise Communication Management - Build and Component Test</b>
127		Establish IVR Development Environment
128		Define development approach
129		Install / config test environment conditions
130		Establish CTI Development Environment
131		Define development approach
132		Modify switch configurations
133		Modify skill group configurations
134		Install / config test environment conditions
135		IVR Farm Build
136		Procure hardware
137		Install / config IVR
138		Provision T-1 Lines into Conversant IVR Farm
139		Begin basic hardware maintenance support
140		Provide remote access for application support
141		IVR Farm Build Application and Component Test
142		Develop App (IVR Menu to CSR)
143		Develop App (Automated Basic Recording)
144		Develop App (Automated Account Read)
145		Develop App (Automated Transactional)
146		Export and Import code from current IVR app at FSAIC
147		Export and Import code from current IVR app at FOTW
148		Export and Import code from current IVR app at DCSIC
149		Export and Import code from current IVR app at LS (?)
150		Export and Import code from current IVR app at LC
151		Voice Prompt Recording
152		Digitize and Edit Vocabulary
153		Complete IVR application testing
154		Complete pre-cutover testing

**Enterprise Communication Management - Stage 4****Task**

155	<b>CTI</b> Build Hardware / Software Install / Configuration
156	CTI Build and Component Test
157	<b>CTI</b> Call Routing Implementation and Component Test
158	Simple Route Path
159	Average Route Path
160	Complex Route Path
161	<b>Interface</b> Build and Component Test
162	Determine security implications
161	Design Interface from IVR Farm (new-Bus)
162	Design Interface from CTI server (new-Bus)
163	Design Interface to COD
164	Design Interface to CPS
165	Design Interface to DLCS (new-Bus)
166	Design Interface to DLSS
167	Design Interface to DMCS (new-Bus)
168	Design Interface to NSLDS
169	Design Interface to PIN Management System (new-Bus)
170	<b>Network</b> Connectivity Build
171	Coordinate voice network connectivity for IVR
172	Coordinate data network connectivity for CTI
173	Evaluate and support campaign effort
174	
175	<b>Stage 4 - Enterprise Communication Management - Test</b>
176	Establish <b>IVR</b> Test Environment
177	Define test approach
178	Install / config test environment conditions
179	Establish <b>IVR</b> Production Environment
180	Define production approach
181	Install / config test environment conditions
182	Establish <b>CTI</b> Production Environment
183	Define production approach
184	Install / config test environment conditions
185	Develop <b>IVR</b> system test plan, schedule, and scripts
186	Identify test conditions
187	Develop Unit Test Plan and Scripts
188	Develop Integration Test Plan and Scripts
189	Develop Performance Test Plan and Scripts
190	Develop Acceptance Test Plan and Scripts
191	Conduct <b>IVR</b> system testing
192	Test each call flow
193	Test call route path (simple)
194	Test call route path (average)
195	Test call route path (complex)
196	Establish <b>CTI</b> Test Environment
197	Define test approach
198	Install / config test environment conditions
199	Develop <b>CTI</b> system test plan, schedule, and scripts
200	Identify test conditions
201	Develop Unit Test Plan and Scripts
202	Develop Integration Test Plan and Scripts
203	Develop Performance Test Plan and Scripts
204	Develop Acceptance Test Plan and Scripts
205	Conduct <b>CTI</b> system testing

**Enterprise Communication Management - Stage 4****Task**

206		Test each call flow
207		Test call route path (simple)
208		Test call route path (average)
209		Test call route path (complex)
210		
211	<b>Stage 4 - Enterprise Communication Management - Deployment</b>	
212		Convert existing 800 numbers
213		Migrate existing 800 numbers to 1 800 4 FED AID
214		Perform system modifications
215		Perform post conversion support
216		Monitor system performance
217		Perform system modifications
218		Monitor post - production user feedback
219		Distribute participant survey
220		Monitor results of survey
221		Compile results
222		Present to management
223		

**Foundation for Consistent Answers - Stage 5****Task****Project Management****1 Setup the Project**

2	Project Kick-Off
3	Develop Workplan
4	Obtain and Deploy Resources
5	Define Statement of Objectives
6	Define Task Order
7	Establish Orientation and Training
8	Establish and Operate Team Work Environment
9	Organize Project Resources
10	Program Management (concurrent with CMM practices)
11	Install Program Navigator
12	QPI Kick-Off
13	Update Workplan with QPI Requirements/Complete Metrics Workbook
14	Establish SQA Review Process
15	Distribute AP 1162 to project team & include in Project Orientation Materials
16	Complete Program Navigator Installation Questionnaire
17	Sign Program Navigator Non-disclosure form
18	Review and sign QPI Service Level Agreement
19	Team Attend CMM/QPI Training
20	Train Project Team
21	Gather And Review Current Documentation
22	Vendor Training

**23 Control Project Work**

24	Project Management
25	Project Issue Management
26	Project Risk Management
27	Project Quality Management
28	Vendor Management
29	Control Project Work
30	Program Management (concurrent with CMM practices)
31	Update documentation with QPI formats
32	Manage SQA Review Process
33	Conduct SQA Reviews
34	Participate in Best Practice Reviews
35	Conduct Peer Review of development products
36	Perform Configuration Management
37	Manage processes for project management and engineering
38	Review QPI Status Reports
39	Complete QPI monthly reports and submit to QPI team
40	Notify QPI team of process improvements, tool support, and client opportunities
41	

**42 Complete the Project**

43	Project Wrap Up (concurrent with CMM practices)
44	Complete Project Debrief
45	

**48 Stage 5 - Design**

49	Design Business Processes
50	Business Capability
51	Review Current Documentation
52	Further Analyze Operating Constraints



## Foundation for Consistent Answers - Stage 5

### Task

53	Further Analyze Business Capability
54	Define Solution
55	Define Business Capability
56	Define Business Capability Detailed Requirements
57	Identify Design Components
58	Finalize Requirements/GAP Analysis
59	Inventory Views
60	Inventory Scripts
61	Inventory Reports
62	Create Application View Flows
63	Define Configuration Standards
64	Capability Release Design Stage
65	Design Work Flows for Processes, Activities & Tasks
66	Define Application Interaction
67	Develop Capability Interaction Model
68	Verify and Validate Business Processes Design
69	Perform Application Design
70	Design High-Level Packaged Software Customizations
71	Design Package Modules
72	Perform Data Mapping
73	Design Visibility and Security Components
74	Plan Component Tests
75	Plan Assembly Tests
76	Review Designs
77	Develop Training Plan
78	Create audience analysis
79	Identify user groups impacted by call center consolidation
80	Identify Training Needs
81	Identify performance barriers (e.g., access to information, conflicting objectives, lack of skill/ability, etc.)
82	Identify immediate training needs
83	Design Training materials
84	Identify training deliverables
85	Identify logistical requirements (technology, facilities, availability of trainers, delivery media)
86	Design outline of training content (objectives, topics, exercises, etc.)
87	Create module outlines
88	Validate designs with key stakeholders
89	Develop instructor-led training materials
90	Review / define development standards
91	Complete detailed designs (learning objectives, activities, test plan)
92	Create instructor-led training materials
93	Review instructor-led training materials
94	Usability test and pilot test
95	Develop training and course evaluation forms
96	Build train-the-trainer materials
97	Analyze Technology Infrastructure Component Requirements
98	Develop Technology Infrastructure Plans
99	Review Performance Requirements
100	Confirm Technology Current Environment Assessment
101	Perform Technology Gap Analysis
102	Determine Performance Test Approach
103	Perform Technical Infrastructure Detailed Design
104	Develop Physical Environment Detailed Design

## Foundation for Consistent Answers - Stage 5

### Task

105	Design Technology Infrastructure
106	Perform Development Architecture Detailed Design
107	Install, Configure, and Test Siebel Development Architecture
108	Define Data Architecture
109	Define Physical Database Configuration
110	Perform Training Architecture Detailed Design
111	Perform Test Architecture Detailed Design
112	Perform Operations Architecture Detailed Design
113	Perform Physical Network and Computing Detailed Design
114	Perform Network Traffic Analysis
114	Design Security Architecture
115	Revise Component/Assembly test Approach and Plan to include Operations, Physical Network, Test, Training, and Production testing
116	Review Designs
117	Perform Interface Detailed Design
118	Define Interface Architecture
119	Design Interfaces
120	Plan Interface Component Tests
121	Plan Interface Assembly Tests
122	Review Designs
123	Finalize Functional Requirements for <b>CTI Screen Pop</b>
124	Review and Finalize CTI Functional Requirements
125	Define Call Type Identification
126	Define CTI specific process / technology interaction flows
127	Finalize Technical Requirements for <b>CTI screen pop</b>
128	Develop Technical Requirements
129	Review interface requirements and determine issues
130	Finalize Functional Req for <b>DP IVR and CTI Call Routing</b>
131	Validate High Level IVR Functional Design
132	Validate Call Routing rules for DP
133	Define reporting requirements
134	Finalize Technical Req for <b>DP IVR and CTI Call Routing</b>
135	Develop Technical Requirements
136	Review interface requirements and identify issues
137	Build CTI Screen Pop Prototype for Application Design
138	Design and Build CTI system prototype
139	Test and Demo prototype to CSR focus group
140	Develop <b>Delivery Partners IVR Scripts (Functional)</b>
141	Review existing scripts
142	Prioritize IVR business functions
143	Flowchart detailed IVR functions
144	Develop detailed menu structure
145	Define inputs and outputs
146	Identify standard greetings and announcements
147	Identify error conditions
148	Prepare preliminary scripts
149	Develop customer identification requirements
150	Design common functions and routines
151	Identify existing functionality to leverage and migrate
152	Design new automated functionality
153	Review script with SFA
154	Review script with student focus group
155	Review script with management and legal
156	Prototype IVR script design

**Foundation for Consistent Answers - Stage 5****Task**

157		Develop functional prototype
158		Conduct review with key client group
159		Obtain signoff from management and client
160		Determine Voice Recording Requirements
161		Select Voice Talent
162		<b>CTI Call Routing Design (Functional)</b>
163		Define inputs and outputs
164		Identify error conditions
165		Design simple route paths
166		Design average route paths
167		Design complex route paths
168		Review routing with key client group
169		Review with security team
170		Define interfaces from CTI to PBX / ACD
171		Define interfaces in LAN environment
172		Develop preliminary flows
173		<b>Develop CTI Screen Pop Design</b>
174		Design Desktop Interface Requirements
175		Design CTI Management Reporting Requirements
176		Design IVR / CTI physical requirements
177		Determine application name
178		Define inputs and outputs
179		Identify error conditions
180		<b>Assess Deployment Environment</b>
181		Identify Deployment Requirements and Constraints
182		Create Deployment Plan
183		Create User Support Plan
184		Identify Long-Term Support Personnel
185		Application & CTI Server Certification
186		<b>Verify and Validate Design</b>
187		Perform Full Design Review
188		Document Scoping, Prioritization, Sizing Recommendations
189		Obtain Sign-Off
190		<b>Stage 5 - Build &amp; Component Test</b>
191		<b>Plan Application Product Test and User Acceptance Test</b>
192		Develop Product Test Approach
193		Develop User Acceptance Test Approach
194		Identify Product Test Conditions
195		Develop Product Test Cycles
196		Develop User Acceptance Test Cycles & Scenarios
197		Verify Test Plans
198		<b>Create Implementation Plans and Designs</b>
199		Identify new skill requirements and training recommendations
200		<b>Build and Test Application Components</b>
201		Configure Package Modules
202		Perform Database Extensions
203		Perform System Administration Tasks
204		Prepare and Execute Component Tests
205		Prepare and Execute Assembly Tests
206		Update & Finalize Deliverables
207		<b>Gather and Build Business Materials &amp; Rules</b>
208		Gather Knowledge Base Materials
209		Write Call Scripts
210		<b>Build and Test Interface Components</b>

## Foundation for Consistent Answers - Stage 5

### Task

211	Generate Interface Modules
212	Perform Database Extensions
213	Prepare and Execute Interface Component Tests
214	Prepare and Execute Interface Assembly Tests
215	Update & Finalize Deliverables
216	<b>CTI Screen Pop</b> Application Build and Test
217	Generate Interface Modules
218	Prepare and Execute CTI/Telephony Component Tests
219	Prepare and Execute CTI/Telephony Assembly Tests
220	Update & Finalize Deliverables
212	<b>DP IVR</b> Application Build and Test
213	Develop App (IVR Menu to CSR)
214	Develop App (Automated Basic Recording)
215	Develop App (Automated Account Read)
216	Develop App (Automated Transactional)
217	Voice Prompt Recording
218	Digitize and Edit Vocabulary
219	Complete IVR application testing
220	Complete pre-cutover testing
221	<b>DP CTI Call Routing</b> Application Build and Test
222	Simple Route Path
223	Average Route Path
224	Complex Route Path
221	Review Application
222	Prepare and Conduct User Review Lab
223	Coordinate Vendor Review
224	Install and Test Technical Infrastructure
225	Install, Configure, and Test Siebel Product Test and User Acceptance Test Architecture Physical Environment (WAN links)
226	Install, Configure, and Test Siebel Product Test and User Acceptance Test Architecture Test Environment
227	Install, Configure, and Test Siebel Product Test and User Acceptance Test Architecture User Deployment Environment - CIC Site 1, CIC Site 2, CIM
228	Install, Configure, and Test Siebel Product Test and User Acceptance Test Architecture Production Environment (VDC)
229	Install, Configure, and Test Siebel Product Test and User Acceptance Test Architecture Training Environment - TBD
230	Build and Test Operations Architecture
231	Create Service Level Agreements for Deployment
232	Build Operations Architecture Components
233	Prepare and Execute Operations Component Test
234	Prepare and Execute Operations Assembly Test
235	<b>Stage 5 - System Test</b>
236	Prepare and Execute System Test
237	Perform Database Extensions
238	Perform System Administration Tasks
239	Perform CTI/Telephony Setup Tasks
240	Execute System Test
241	Perform System Test Fixes
242	Prepare and Execute Performance Test
243	Perform Performance Test for Siebel Application Architecture
244	Perform Performance Test for Telephony Architecture
245	Prepare and Execute User Acceptance Test

**Foundation for Consistent Answers - Stage 5****Task**

246		Perform Database Extensions
247		Perform System Administration Tasks
248		Execute User Acceptance Tests
249		Perform User Acceptance Test Fixes
250		Update Training Materials
251		Prepare for Deployment
252		Plan & Perform Operational Readiness Test
253		Verify and Validate System Quality
254		Perform Full System Review
255		Obtain Sign-Off
256	<b>Stage 5 - Deployment</b>	
257		Assess Deployment Unit Environment
257		Review deployment plan
258		Assess Deployment Unit Preparedness
259		Develop Customization Requirements
260		Verify Service Level Agreements for Deployment
261		Train the Trainer
262		Conduct Orientation and Training
263		Deploy Physical Environment
264		Initiate Physical Environment Deployment
265		Manage Physical Environment Transformation
266		Complete Physical Environment Handover
267		Deploy Technology Infrastructure
268		Configure Technology Infrastructure
269		Verify Technology Infrastructure
270		Deploy Application
271		Perform Database Extensions
272		Deploy Application
273		Perform System Administration Tasks
274		Perform CTI/Telephony Setup Tasks
275		Complete Data Conversion for Deployment
276		Begin Interface Tasks
277		Deploy Enhancement Request Process
278		Activate Business Capability
279		Initialize Operating Management Processes
280		Finalize Performance Targets
281		Remove Legacy Systems
282		Stabilize Deployment Unit
283		Verify and Validate Deployment Quality
284		Perform Deployment Review
285		Obtain Sign-Off
286		Post-Production Support
287		Provide Post Production Support

PEPS Retirement		
Task		
Manage Project		
1	Setup the Project	
2	Project Kick-Off	
3	Develop Workplan	
4	Obtain and Deploy Resources	
5	Define Statement of Objectives	
6	Define Task Order	
7	Establish Orientation and Training	
8	Establish and Operate Team Work Environment	
9	Organize Project Resources	
10	Program Management (concurrent with CMM practices)	
11	Install Program Navigator	
12	QPI Kick-Off	
13	Update Workplan with QPI Requirements/Complete Metrics Workbook	
14	Establish SQA Review Process	
15	Distribute AP 1162 to project team & include in Project Orientation Materials	
16	Complete Program Navigator Installation Questionnaire	
17	Sign Program Navigator Non-disclosure form	
18	Review and sign QPI Service Level Agreement	
19	Team Attend CMM/QPI Training	
20	Train Project Team	
21	Gather And Review Current Documentation	
22	Define Application Standards	
23	Vendor Training	
24	Create Organization & Human Performance Plans and Designs	
25	Create Sponsorship Plan	
26	Develop Ownership/Communication Plan	
27		
28	Control Project Work	
29	Project Management	
30	Project Issue Management	
31	Project Risk Management	
32	Project Quality Management	
33	Vendor Management	
34	Control Project Work	
35	Program Management (concurrent with CMM practices)	
36	Update documentation with QPI formats	
37	Manage SQA Review Process	
38	Conduct SQA Reviews	
39	Participate in Best Practice Reviews	
40	Conduct Peer Review of development products	
41	Perform Configuration Management	
42	Manage processes for project management and engineering	
43	Review QPI Status Reports	
44	Complete QPI monthly reports and submit to QPI team	
45	Notify QPI team of process improvements, tool support, and client opportunities	
46		
47	Complete the Project	
48	Project Wrap Up (concurrent with CMM practices)	
49	Complete Project Debrief	
PEPS Retirement		

**PEPS Retirement****Task****PEPS Retirement - Requirements**

50	
51	Identify Application Requirements
52	Identify Application User Requirements
53	Integrate Performance Support Requirements
54	Recover Current Application Design
55	Identify Application Quality Requirements
56	Analyze Application Requirements
57	Create Event Model
58	Create Application Process Model
59	Create Data Model
60	Create Content Model
61	Establish Application Metrics and Goals
62	Verify and Validate Application Requirement Specification
63	Plan Application Product Test
64	Develop Product Test Approach
65	Identify Product Test Conditions
66	Develop Product Test Cycles
67	Verify Product Test Plan
68	Verify and Validate Application Quality
69	Perform Application Design Review
70	Verify Application Quality Attributes
71	Validate Business Capability Release
72	Establish Validation Environment
73	Validate Business Capability Release Design
74	Analyze Results
75	Plan Business Capability and Release Test
76	Define Capability Release Test Approach
77	Identify Capability Release Test Conditions
78	Develop Capability Release Test Cycles
79	Verify Capability Release Test Plan
80	Plan Operational Readiness Test
81	Develop Operational Readiness Test Approaches
82	Develop Operational Readiness Test Plans

**PEPS Retirement - Design**

83	
84	Analyze Technology Infrastructure Requirements
85	Prepare Technology Infrastructure Performance Model
86	Analyze Technology Infrastructure Component Requirements
87	Assess Technology Infrastructure Current Environment
88	Plan Technology Infrastructure Product Test
89	Design Business Processes, Skills, and User Interaction
90	Define Physical Environment Interaction
91	Identify Skills Requirements
92	Define Application Interaction
93	Identify Performance Support Requirements
94	Verify and Validate Business Process, Skills, and User Interaction
95	Perform Application Detailed Design
96	Develop Component Test Approach
97	Complete Packaged Software Configuration
98	Design and Specify Modules
99	Plan Component Test
100	Prepare Common Test Data
101	Review Application Detailed Design
102	Design Performance Enhancement Infrastructure

PEPS Retirement		
Task		
103		Determine Performance Enhancement Needs
104		Design Performance Enhancement Products
105		Define Learning Test Approach
106		Verify and Validate Performance Enhancement Infrastructure
107	PEPS Retirement - Build	
108		Build and Test Application
109		Generate Module
110		Review Code
111		Prepare and Execute Component Tests
112		Prepare and Execute Assembly Tests
113		Support Program Construction
114		Integrate Media Content
115		Review Work Cell Deliverables
116	PEPS Retirement - Test	
117		Prepare and Execute Application Product Test
118		Prepare Application Product Test Model
119		Verify Application Product Test Model
120		Establish Application Product Test Environment
121		Create, Cleanse, and Convert Data
122		Implement Orientation and Training
123		Execute Application Product Test
124		Perform Application Product Test Fixes
125		Prepare and Execute Business Capability Release Test
126		Prepare Business Capability Release Test Model
127		Verify Business Capability Release Test Model
128		Establish Business Capability Release Test Environment
129		Create, Cleanse, and Convert Data
130		Transition Workforce
131		Execute Business Capability Release Test
132		Resolve Business Capability Release Test Issues
133	PEPS Retirement - Deploy	
134		Transition Workforce
135		Finalize Workforce Infrastructure
136		Recruit and Select Workforce
137		Re-Deploy Workforce
137		Train the Trainer
138		Implement Orientation and Training
138		Deploy Application
139		Create, Cleanse, and Convert Data
139		Configure Application
140		Install Application
140		Verify Application
141		Control Service to Users
141		Manage Calls
142		Manage Requests
142		Manage Problems
143		Control Changes